

UNEMPLOYMENT CLAIM TRACKER

DESCRIPTION OF STATUS UPDATES

Step #1 (approximately one week)

UNEMPLOYMENT STATUS



Claim Received

- Your claim has been received and can take up to seven days before your status may change.
- Start your weekly certification each Sunday after you file a claim by calling 1-800-689-9799.
- After your first certification, then you may certify online <https://ui.tn.gov/Pages/WeeklyCertification.aspx>.

Step #2 (approximately two weeks)

UNEMPLOYMENT STATUS



Waiting Employer Response

- We are contacting your employer to verify information about your job.
- In approximately two weeks, the next step will show when your employer has responded to our request.
- A decision on your claim should take fewer than seven weeks.

Step #3 (approximately two weeks)

UNEMPLOYMENT STATUS



Received Employer Response

- Your former employer has responded to our request for information.
- We are reviewing the employer's response.

Step #4 (approximately two weeks)

UNEMPLOYMENT STATUS



Waiting Claimant Response

- We will contact you by phone to get more information about your former job.
- If you have difficulty replying to requests, create a customer service ticket at <https://tdlwd.zendesk.com> and click "submit a request."
- Disregard this status update if you have already responded to a request for information.

Step #5

UNEMPLOYMENT STATUS



Decision Made

- Your claim has either been approved or denied.
- A deposit will be made to your account within three days.
- If you are denied, you will receive a letter with details of your denial and appeals process.